

**AMENDMENTS TO THE CLAIMS**

Claim 1 (currently amended): A voice mail system (VMS) for communicating with a telephone switch to assist in displaying a VMS softkey template on a telephone display of a telephone, the telephone switch configured for transmitting a DR packet when an incoming call is received from the telephone, transmitting an AC packet containing an action code when an action is taken by a user of the telephone, receiving a DS packet containing a VMS softkey template number identifying a VMS softkey template, and displaying the VMS softkey template on the telephone display in accordance with the VMS softkey template number, the VMS comprising:

a processor programmed for

receiving the DR packet identifying the incoming call,

receiving the AC packet containing the action code of the action taken by the user, and

transmitting the DS packet containing the VMS softkey template number of the VMS softkey template to be displayed,

receiving the DR packet, wherein the DR packet comprises information identifying a VMS port number assigned to the call, the type of telephone, and a voice mailbox assigned to the user,

receiving the AC packet, the AC packet further including information identifying the VMS port number assigned to the call and the VMS softkey template number of the VMS softkey template in use when the action was taken by the user, and

transmitting the DS packet, the DS packet further including information identifying the VMS port number assigned to the call.

Claim 2 (original): The VMS as recited in claim 1, the VMS communications with the telephone switch occurring over a serial port.

Claim 3 (canceled)

Claim 4 (currently amended): The VMS as recited in claim [[3]]1, the telephone switch further configured for receiving a DM packet containing a VMS literal string to be displayed on the telephone display and displaying the VMS literal string on the telephone display, the processor further programmed for transmitting the DM packet containing the VMS literal string to be displayed on the telephone display.

Claim 5 (original): The VMS as recited in claim 4, the processor further programmed for transmitting the DM packet, the DM packet further including information identifying the VMS port number assigned to the call and the voice mailbox assigned to the user.

Claim 6 (currently amended): The VMS as recited in claim [[3]]1, the telephone switch further configured for receiving a DD packet containing a VMS data template number identifying a VMS data template and displaying the VMS data template on the telephone display, the processor further programmed for transmitting the DD packet containing the VMS data template to be displayed on the telephone display.

Claim 7 (original): The VMS as recited in claim 6, the processor further programmed for transmitting the DD packet, the DD packet further including information identifying the VMS port number assigned to the call.

Claims 8-10 (canceled)

Claim 11 (currently amended): A system for displaying a voice mail system (VMS) softkey template on a telephone display of a telephone, comprising:

a telephone switch for transmitting a DR packet when an incoming call is received from the telephone, transmitting an AC packet containing an action code when an action is taken by a user of the telephone, receiving a DS packet containing a VMS softkey template number identifying the VMS softkey template, and displaying the VMS softkey template on the telephone display in accordance with the VMS softkey template number; and

a VMS communicatively coupled to the telephone switch, the VMS comprising a processor programmed for

receiving the DR packet identifying the incoming call,

receiving the AC packet containing the action code of the action taken by the user, and

transmitting the DS packet containing the VMS softkey template number of the VMS softkey template to be displayed,

receiving the DR packet, wherein the DR packet comprises information identifying a VMS port number assigned to the call, the type of telephone, and a voice mailbox assigned to the user,

receiving the AC packet, the AC packet further including information identifying the VMS port number assigned to the call and the VMS softkey template number of the VMS softkey template in use when the action was taken by the user, and

transmitting the DS packet, the DS packet further including information identifying the VMS port number assigned to the call.

Claim 12 (currently amended): The system as recited in claim [[1]]11, the VMS communications with the telephone switch occurring over a serial port.

Claims 13-15 (canceled)

Claim 16 (currently amended): A method for communicating with a telephone switch to assist in displaying a VMS softkey template on a telephone display of a telephone, the telephone switch configured for transmitting a DR packet when an incoming call is received from the telephone, transmitting an AC packet containing an action code when an action is taken by a user of the telephone, receiving a DS packet containing a VMS softkey template number identifying a VMS softkey template, and displaying the VMS softkey template on the telephone display in accordance with the VMS softkey template number, the method comprising:

receiving the DR packet identifying the incoming call,

receiving the AC packet containing the action code of the action taken by the user,

and

transmitting the DS packet containing the VMS softkey template number of the VMS softkey template to be displayed,

receiving the DR packet, wherein the DR packet comprises information identifying a VMS port number assigned to the call, the type of telephone, and a voice mailbox assigned to the user,

receiving the AC packet, the AC packet further including information identifying the VMS port number assigned to the call and the VMS softkey template number of the VMS softkey template in use when the action was taken by the user, and

transmitting the DS packet, the DS packet further including information identifying the VMS port number assigned to the call.

Claim 17 (original): The method as recited in claim 16, the VMS communications with the telephone switch occurring over a serial port.

Claim 18 (canceled)